Initiative	**Implement an Enterprise Operations Center**
Description	Develop an organization which will function as a single-point of contact for communication of outages, trouble reporting, and order processing.
Support of goal(s)	2. Collaboration: This organization will serve as the central hub for other service centers within the enterprise. 3. Communications: This organization will be responsible for communicating critical information to other areas within the enterprise. 4. Common Solutions: This organization will consolidate management and reporting processes for several agencies within the enterprise. 5. Continuous Improvement: This improves the management process by eliminating redundancy and reducing the aggregate cost. 6. Customer Service: Customer agencies can concentrate on their core processes and services.
Person / agency responsible	Ken Sorenson – DoIT
Other agencies / areas involved	DoIT
Milestones and completion date	Staff Development and Training – on-going Pilot of new organization – January, 2004 Customer Satisfaction meetings - Internal (DoIT) – November 2003 - External Help Desks – December 2003 - Customer Contacts – 1st Quarter 2004 Implementation of new tools - Identification of current tool set – October 2003 - Gap analysis – November 2003 - Framework selection – December 2003 - Framework implementation – 1st Quarter 2004 - Training – 2nd Quarter 2004 - Customer rollout – 3rd Quarter 2004 Reporting and Metrics - SLAs with internal business units – 4th Quarter 2003 - SLAs with external Help Desks – 1st Quarter 2004 - Evaluating existing SLAs with customers – 2nd Quarter 2004 - Development new reporting structure - 2nd Quarter 2004 Process documentation – on-going Policy and procedure development – 4th Quarter 2003